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United States Patent [19][11] **Patent Number:** **5,987,118****Dickerman et al.**[45] **Date of Patent:** **Nov. 16, 1999****[54] METHOD AND COMPUTER PROGRAM LOGIC FOR PROVIDING AN INTELLIGENT NETWORK OPERATOR CONSOLE WITH ENHANCED SERVICES**

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[58] Field of Search **379/91.01, 207, 379/210, 219, 220, 221, 229, 230, 260, 265, 223, 267, 93.03, 211, 212**

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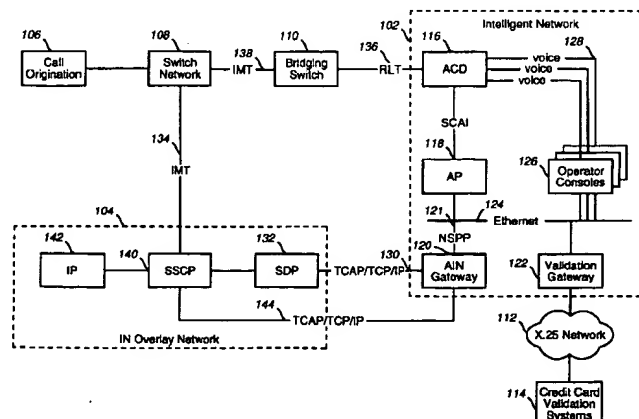
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[57] ABSTRACT

A method and apparatus for providing operator consoles with enhanced customer support for automated telecommunication services on an intelligent overlay network (104) is disclosed. Operator and customer services are provided by an intelligent network (102). The intelligent network (102) comprises: an automated call distributor (116); an application processor (118); an advanced intelligent network gateway (AIN Gateway) (120); a validation gateway (122); and enhanced operator consoles (126). The AIN Gateway provides the intelligent network with an interface to the intelligent overlay network. This allows components within the intelligent network to communicate with components in the intelligent overlay network, and vice-versa. The validation gateway provides the intelligent network with an interface to credit card validation systems (114), and is used to apply charges to customer credit cards. Enhanced operator consoles provide for efficient and seamless integration of operator and customer services to automated services running on the intelligent overlay network. Such enhanced operator consoles are provided in the form of customized application programs that are executed by the operator consoles based on the context of calls that are transferred from the intelligent overlay network.

24 Claims, 43 Drawing Sheets



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